



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

April 17, 2017

Ms. Deborah M. Sorden, Vice President
Health Services
MAXIMUS
34 Peachtree Street NW, Suite 3000
Atlanta, GA 30303

Dear Ms. Sorden:

RE: Notice of Monetary Penalty Regarding February 2017 Call Center Statistics

Reports for the month of February demonstrate the failure of MAXIMUS to meet contractual requirements related to call wait time and the percentage of calls that must be answered. In the month of February, call centers operated a total of nineteen (19) days. Call center statistics show nine (9) days of noncompliance for call wait times and thirteen (13) days of noncompliance for percentage of calls that must be answered.

The contract between MAXIMUS and the Louisiana Department of Health (LDH) provides:

1.6.6.9.2.5 The toll-free telephone number shall be staffed 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays, at levels sufficient to ensure that ninety five percent (95%) of calls do not exceed the following wait times, computed on a daily basis:

1.6.6.9.2.5.2 Two (2) minutes after the first three (3) months of operation.

Failure to meet call center deliverables bears liquidated damages per day of noncompliance in accordance with the Table in Section 1.10.2.3 of the contract.

The tables below outline the specific dates when the deliverables were not met.

February		
Date	Average Wait Time	Associated Penalty
2/1/2017	06:15	\$500
2/2/2017	04:27	\$500
2/6/2017	06:23	\$500
2/7/2017	04:27	\$500
2/8/2017	02:38	\$500
2/9/2017	02:41	\$750
2/13/2017	04:15	\$750
2/15/2017	02:10	\$750
2/16/2017	02:39	\$750

February		
Date	Percentage of Calls Answered	Associated Penalty
2/1/2017	72.33%	\$100
2/2/2017	77.32%	\$100
2/3/2017	87.31%	\$100
2/6/2017	70.11%	\$100
2/7/2017	79.41%	\$100
2/8/2017	87.78%	\$250
2/9/2017	86.18%	\$250
2/10/2017	92.87%	\$250
2/13/2017	77.23%	\$250
2/14/2017	94.08%	\$250
2/15/2017	87.08%	\$500
2/16/2017	86.35%	\$500
2/21/2017	94.04%	\$500

Total associated penalties:

9 Occurrences of call wait time exceeding 5 minutes = \$ 5,500.00

13 Occurrences of 95% of calls not being answered = \$ 3,250.00

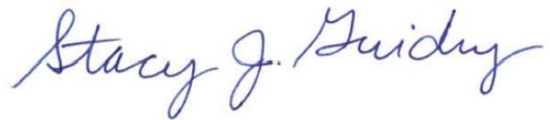
Total: \$ 8,750.00

Due to the instances of noncompliance outlined in this letter, the amount of \$8,750 will be deducted from the next invoice submitted by MAXIMUS.

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Should you have any questions or wish to discuss this matter further, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry". The signature is written in a cursive, flowing style.

Stacy Guidry
Section Chief, Health Plan Management

cc Rebecca Harris
 Donna Herren
 Paula Jennings
 Laurie Jewell
 Charlene Julien
 Jen Steele